

Nourished Gut Program - Terms & Conditions

We want to **CONGRATULATE** you for investing in yourself and in your health in a way you may never have before.

You'll see from what's included in this program that it is designed to deliver an extremely high level of accountability, loving support and the right method, so you make empowered decisions and take bold action toward achieving your health goals.

You'll also see that the program includes a blend of group and one-on-one appointment time, so you can accelerate your results and have lots of our health, nutrition and lifestyle savvy eyes focused on YOU.

Saying "YES" to this experience means showing up for yourself in a whole new way - mentally, energetically and physically.

This is the KEY to achieving everything you want. So is asking for support and being open to new ways of thinking. PLUS, being willing to follow your gut health CARE plan to the best of your ability will ensure you get the results you want.

It's really that simple – THIS PROGRAM WORKS!

What you get in the Nourished Gut Program

Initial In-Depth Health Assessment Appointment (45 mins)

We spend time together on zoom getting a clear picture of your current health status, health history and discussing the next steps you need to take to resolve your complex gut health issues. We will email your gut health testing or blood test referral (via i-screen) after this session if it is needed. Sometimes we may add additional testing based on what we discuss during this initial health assessment. If there is going to be an additional cost for this, we will advise you at the time, and gain your permission to go ahead. No testing costs are covered in the Nourished Gut Program and need to be paid separately.

Personalised Gut Health CARE Plan

In your gut health CARE plan you will be given naturopathic guidelines to follow that are personalised to your and your health. It will involve diet, lifestyle suggestions and gives you an outline of the supplements you need to take to treat your IBS/SIBO or digestive issues. The plan is generated for you based on the results of your gut health test results and personal health history and symptoms.

We will deliver your plan and functional pathology reports to you within two weeks after your initial appointment or after we have received your gut health testing results. You will need an appointment to go through these results and to have your treatment plan explained. Please read through this in depth and then attend a group coaching call to ask questions and gain further coaching on the plan.

The supplements will also be prescribed to you. We use an online dispensary called Vital.ly. We will set up a client profile where you can manage your scripts ongoing. Throughout the program we will make changes to this script directly on vital.ly. If anything is ever out of stock or you have questions please contact us and we will help you.

Weekly Group Call Coaching Sessions (via zoom)

In these sessions, we check in with your progress and coach you through any challenges that may come up – whatever they may be! It's this regular accountability that truly makes this program magic! You also have the opportunity to ask questions and learn from others asking questions in this session. 90% Attendance to these groups is recommended for best outcomes of this program. We have 6 calls a month (4 day time calls a month (1pm AEDT) and 2 evening fortnightly calls (7pm AEDT). These calls are run by qualified naturopaths and nutritionists. We also have specialist guests each month including a food coach and mindset coach.

How the group calls work:

- The group call is a safe place, we will not ask you any direct questions without your permission in terms of disclosing any personal health information, you lead the conversation each time and we will coach you depending on what you need.
- Prior to the group calls a form will be sent out each time for you to complete, this is required so that we can best prepare for the session and allows you the opportunity to submit questions which will be answered on the call.
- To get the most out of your sessions, please arrive at all sessions on time. You will have a zoom link before the scheduled time and be available on Zoom at the scheduled time.

The group calls are for us to coach you, support you and guide you so that you continue to move forward towards your goals. You showing up to these calls will allow you time to focus on your goals, your health and be fully committed to getting the results which you want. The time, energy and focus you put into these group calls combined with the effort you put into making changes according to your plan will allow you to see results.

We ask you to be open minded, open to being coached, open to change, open to trying new things, open to being challenged, open to things feeling hard, opening to seeing the breakdowns to allow you to break through.

Please note coaching is NOT:

1. Me providing counseling on past issues
2. Me telling you what to do
3. Me forcing you try something
4. A social conversation or 'chat'

1:1 Report of findings appointment (via zoom) - Gut health CARE plans (45 mins)

This session is generally held halfway through the program (week 4-6) likely after you have your testing results back. In this session, we will present your plan, go through results and check in with your progress and coach you through any challenges that may come up – whatever they may be – and how to adjust your lifestyle to your new normal, in preparation for completing the program! You also have the opportunity to ask questions, and we will discuss any supplements and herbs that you may be taking or that I think will benefit your health goals. You will need to book in for this appointment, you can do this via

practice better. Once you have made the booking you can also fill out a form which will be emailed to you so that I can best prepare for our session.

1:1 Follow Up Appointments (30 mins)

Each month you will check in 1:1 with our team to monitor your progress, review your treatment plan and supplements. These appointments are to discuss any necessary changes and to ensure you are progressing through your treatment as we would suspect. These are included in your monthly payments and are not an additional cost.

Emergency Support Between Sessions

Emergencies come up, right? If you have an emergency please email us hello@karlyraven.com and CC Bernadette my associate Naturopath bernadettefd@gmail.com - this will allow us to see it the quickest. Please put in the subject URGENT if it is so. You can also access us through the Practice Better portal however we don't check this over the weekend. ***Please do not use SMS, Facebook Messenger or instagram DM's to contact us for emergency support or any support regarding your treatment. All communication needs to occur via email or via practice better.***

Online modules to support your journey

This program doesn't exist to give you MORE information; it exists to give you CURATED information. What that means is that you can expect information that is relevant, practical and actionable, so you are clear and confident with what to do. We will cover mindset - effective goal setting, 6 stage SIBO Food Roadmap, self-sabotage and other motivational techniques and tools as needed – gut 40, lifestyle for a healthy gut, energy, stress, sleep, self-care and more. You can access each of these modules and all the resources of the program from the start of the program.

Appointment Cancellation Policy:

- You receive 2 “emergency reschedules” in your program, which means you can cancel a session within 24 hours and still reschedule the session for your initial appointment.
- Any other canceled sessions with less than 24 hours' notice will be forfeited and you will not be able to have your initial or review appointments.
- If you can't make your scheduled appointment please jump online via your practice better portal and click reschedule and book a new time that suits you.

Investment & Refunds:

- The investment in the Program is **\$350 AUD paid monthly**. ***Please note that there is a minimum 3 month commitment in terms of these monthly payments and then you can cancel anytime after 3 months.*** Why do we have a 3 month minimum commitment? We want to work with people who are dedicated. We also know that within 3 months you will be seeing the health results you wished for, it is the minimum time we need to best support you.
- Purchases of the nourished gut program are final, there are **NO refunds for the Nourished Gut Program**.
- In the event of your absence or withdrawal, for any reason whatsoever, you will remain fully responsible for the entire Program fee and any unpaid balance.

- This policy exists for your benefit as well, to obtain the best results you need to commit to the full program and all sessions.
- Sometimes, coaching can 'bring stuff up' and you may feel a bit challenged. Feeling uncomfortable is often a perfect sign that you are releasing obstacles and limiting beliefs.
- Our request is that any and all concerns regarding coaching be addressed directly with me, so they can be the best coach and mentor to you accordingly, and ensure the coaching relationship is in integrity.
- Working together as a team we will be able to make sure your needs are met.

Program Dates:

The journey begins on the Nourished Gut Program from when you pay for the program. This is your start date. The journey completes within the program 12 weeks from your sign up date. After this initial 12 weeks you can stay in the program month to month with no locked in contract to continue to achieve your health goals for as long as you feel you need.

Scheduling:

To get the most out of your sessions, please arrive at sessions on time. We will email you a zoom link before the scheduled time and be available on Zoom at the scheduled time. Should you be late, please know that I will wait for 15 minutes after our scheduled time. After this your session will be forfeited. Please see the cancellation policy below.

It is very rare for us to run late to your session. If this does occur, I will endeavor, with your permission, to extend your session time.

The program expires if all sessions have not been completed within your program timeframe, please see completion date specified above.

Coaching Commitment:

Once we begin our sessions, we consider ourselves to be fully committed to you and your success. We know you will be committed to you too. This commitment includes you going through the entire program from start to finish, including the accompanying financial commitment.

Coaching Methods & Actions:

You will only gain wonderful momentum in your program if you undertake the agreed actions between sessions. You agree to perform all actions set for you between sessions, and advise us with as much notice as possible if they aren't going to be completed. You won't hold us responsible for not achieving (in whole or part) any of your goals, and recognise that outside of the coaching sessions, your stated actions can only be carried out by you.

Sometimes, coaching can 'bring stuff up' and you may feel a bit challenged. Feeling uncomfortable is often a perfect sign that you are releasing obstacles and limiting beliefs.

Our request is that any and all concerns regarding assignments and coaching be addressed directly with your coach, so they can be the best coach and mentor to you accordingly, and ensure the coaching relationship is in integrity.

Working together, we will be able to make sure your needs are met.

You acknowledge that the program may be personally challenging and give rise to feelings like frustration, stress and annoyance. You won't hold us liable for any loss or cost incurred by you in the event of mental, physical or emotional stress or distress caused directly or indirectly in relation to your program and coaching sessions. You will indemnify us in the event of any such claim.

Intellectual Property:

Please respect our work and the time we have spent creating and collating the processes, techniques, presentations, methodologies and materials used by me when coaching you, outside our coaching sessions, and in the online education modules. You may not at any time reproduce materials given to you except for your own personal use.

ADDITIONAL ITEMS (the legal bits)

DISCLAIMER

You (sometimes referred to herein as "Client") understand that the information received from Karly Raven and associates (sometimes referred to herein as "Coach") in connection with the Nourished Gut Program or otherwise should not be seen as medical advice and is certainly not meant to take the place of your seeing your doctor.

We encourage you to maintain a relationship with your primary care physician or doctor. In the event that you do not have one and/or do not have routine physicals, we encourage you to do so. Do not discontinue or change any treatment plan that you may be on as a result of our sessions without discussing the change with your doctor.

RELEASE

You acknowledge and take full responsibility for your life and well-being, as well as the lives and well-being of your family (where applicable), and all decisions made during and after the Program. In furtherance and not in limitation of the foregoing, you hereby and forever waive, release and discharge me, my heirs, executors, administrators, assigns, officers, agents, employees, representatives, executors and all others acting on their behalf (the "Released Parties") from any and all claims or liabilities for injuries or damages to your person and/or property or that of your family (where applicable), including those caused by negligent act or omission of any of those mentioned or others acting on their behalf, arising out of or connected with your participation in the Program or in connection with services provided by me or the Released Parties.

LEGAL ITEMS

This Agreement may not be modified without the prior written consent of Client and Coach. The waiver by either party of a breach, right or obligation shall not constitute a waiver of any other or subsequent breach, right or obligation. If any provision of this Agreement is found to be invalid or unenforceable for any reason, the remainder of this Agreement shall remain in full force and effect. This Agreement sets forth the entire agreement between the parties and supersedes all prior proposals, agreements and representations between the parties, whether written or oral, regarding the subject matter herein. Neither party may assign this Agreement without the prior written consent of the other party. This Agreement shall be binding upon and shall benefit the parties and their respective successors and permitted assigns. Except as provided to the contrary herein, those provisions of the Agreement that by their nature and context are intended to survive the termination of this Agreement, shall survive any termination of this Agreement. This Agreement shall be construed and interpreted in accordance with the laws of Queensland, Australia without reference to its conflict of law provisions, and with the same force and effect as if fully executed and performed therein. Each Party hereby consents to the exclusive personal jurisdiction of the State and Federal Courts in Queensland Australia, Australia, and acknowledges that venue is proper only in such courts.

If the terms of this Agreement are acceptable, please sign the acceptance below. By doing so, you acknowledge that: (1) you have received a copy of this letter agreement; (2) you have had an opportunity to discuss the contents with me and, if you desire, to have it reviewed by your attorney; and (3) you understand, accept and agree to abide by the terms hereof.

Name:

Signature:

Contact Details for Karly Raven Naturopath

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